

WASHINGTON REGIONAL MEDICAL CENTER

WEBSITE TERMS AND CONDITIONS OF USE

Last Updated: August 8, 2026

Welcome to the Washington Regional Medical Center ("WRMC," "we," "our," or "us") website. These Terms and Conditions of Use govern your access to and use of the WRMC website, including any affiliated websites, online services, patient resources, employee resources, mobile-enabled services, and digital platforms operated by WRMC.

By accessing or using this website, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions of Use. If you do not agree with these terms, please discontinue use of the website.

1. PURPOSE OF THIS WEBSITE

The WRMC website is intended to provide information regarding:

- Hospital services
- Medical providers and specialties
- Community health resources
- Employment opportunities
- Pricing transparency information
- Educational materials
- Patient resources
- Online forms and communications
- Employee resources
- Other services offered by WRMC and affiliated organizations

Information provided through this website is intended for informational and educational purposes only.

2. MEDICAL EMERGENCY DISCLAIMER

THIS WEBSITE IS NOT INTENDED FOR MEDICAL EMERGENCIES.

If you are experiencing a medical emergency, call 911 immediately or proceed to the nearest emergency department.

Communications submitted through website forms, email links, employee portals, or other website features are not continuously monitored and should not be relied upon for urgent medical situations.

3. NO MEDICAL ADVICE

Content available on this website is provided for general informational purposes only and should not be interpreted as medical advice, diagnosis, treatment recommendations, or professional healthcare guidance.

Users should consult their physician or other qualified healthcare provider regarding any medical condition, symptoms, diagnosis, or treatment options.

Never disregard professional medical advice because of information obtained from this website.

4. PRIVACY AND HEALTH INFORMATION

WRMC is committed to protecting patient privacy and complying with applicable federal and state privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA).

Information submitted through this website may not be considered Protected Health Information (PHI) unless specifically submitted through approved patient care systems or patient portals.

Users should avoid transmitting sensitive medical information through unsecured website forms unless specifically instructed by WRMC.

Patient records, clinical information, and protected health information remain subject to WRMC's Notice of Privacy Practices.

5. EMPLOYEE AND RESTRICTED ACCESS AREAS

Certain portions of this website may be restricted to employees, contractors, physicians, affiliates, or authorized users.

Users granted access to restricted resources agree to:

- Maintain confidentiality of login credentials
- Protect access devices and passwords
- Notify WRMC of suspected unauthorized access
- Use resources solely for authorized purposes
- Comply with all WRMC policies and procedures

Access to restricted areas may utilize third-party authentication providers, including Microsoft 365 and related identity services. Users are responsible for maintaining the security of their credentials and devices.

WRMC reserves the right to suspend, restrict, or terminate access at any time without prior notice.

6. WEBSITE SECURITY

WRMC employs security technologies intended to protect website resources and user information.

By using this website, you acknowledge that:

- Website activity may be monitored
- Security events may be logged
- Unauthorized access attempts may be investigated
- Access records may be retained for operational, security, compliance, and legal purposes
- Website usage may be reviewed to protect WRMC systems and users

Users may not:

- Attempt to gain unauthorized access
- Circumvent security controls
- Introduce malware or malicious code
- Perform denial-of-service activities
- Interfere with website operation
- Probe or test vulnerabilities without authorization
- Reverse engineer, decompile, disassemble, or otherwise attempt to discover source code, databases, applications, security controls, or proprietary website functionality

WRMC reserves the right to report unlawful activities to appropriate authorities.

7. SECURITY MONITORING AND AUDIT LOGGING

To protect patients, employees, and organizational resources, WRMC may utilize logging, auditing, intrusion detection, firewall monitoring, malware detection, authentication tracking, and related security technologies.

By using this website, users acknowledge and consent to such monitoring and logging activities.

Information collected through these security processes may be used for operational, investigative, compliance, legal, or security purposes.

8. PRICING TRANSPARENCY INFORMATION

WRMC may provide pricing transparency information, standard charge data, downloadable files, estimates, or related financial information to comply with federal and state transparency requirements.

Users acknowledge that:

- Published charges are not guarantees of final patient responsibility
- Insurance contracts may significantly affect actual costs
- Individual circumstances may impact billing amounts
- Estimates are informational only
- Actual charges may vary

Patients seeking individualized cost estimates should contact WRMC Patient Financial Services.

9. ONLINE PAYMENTS

WRMC may provide online payment services directly or through authorized third-party payment processors.

Users acknowledge that:

- Payment services may be operated by third parties
- Separate terms may apply to payment processors
- WRMC may not store complete payment card information
- Payment processing services may be subject to additional security and verification requirements

10.USER SUBMISSIONS AND FEEDBACK

Users may voluntarily submit comments, feedback, suggestions, questions, employment applications, surveys, forms, or other information through the website.

Unless otherwise prohibited by law, WRMC may use such submissions to improve services, programs, website functionality, communications, and operations.

Submission of information does not create any obligation of compensation, partnership, or recognition by WRMC.

11.THIRD-PARTY SERVICES AND LINKS

This website may contain links to external websites or services operated by third parties.

Examples may include:

- Payment providers
- Employment application systems
- Social media platforms
- Healthcare partners
- Government agencies
- Educational resources

WRMC does not control third-party websites and is not responsible for their content, security practices, availability, or privacy policies.

Users access third-party resources at their own risk.

12.INTELLECTUAL PROPERTY

All website content, including but not limited to:

- Logos
- Trademarks
- Text
- Images
- Graphics
- Videos
- Documents

- Downloads
- Software
- Website design elements
- Databases
- Custom applications

are the property of WRMC or its licensors and are protected under applicable intellectual property laws.

Content may not be copied, reproduced, distributed, modified, republished, transmitted, or used for commercial purposes without prior written authorization.

13.ACCEPTABLE USE

Users agree not to:

- Violate any applicable laws
- Post unlawful or harmful content
- Transmit malicious software
- Attempt unauthorized access
- Harvest user information
- Interfere with website operations
- Misrepresent identity
- Use automated tools to scrape website content without authorization
- Use robots, crawlers, spiders, AI harvesting systems, automated collection tools, or similar technologies to collect website content without WRMC's written authorization

14.WEBSITE AVAILABILITY

WRMC strives to maintain website availability but does not guarantee uninterrupted access.

Website services may be modified, suspended, restricted, or discontinued without notice.

Maintenance, updates, technical issues, cyber incidents, vendor outages, and circumstances beyond WRMC's control may impact availability.

15.ADDITIONAL RESOURCES AND SERVICES

Certain services accessible through this website may be governed by separate terms, conditions, notices, or agreements.

Examples may include:

- Patient portals
- Online bill payment services
- Employment application systems
- Employee portals
- Third-party healthcare services

Where separate terms apply, those terms shall govern the applicable service.

16.DISCLAIMER OF WARRANTIES

This website and all content are provided on an "as-is" and "as-available" basis.

WRMC makes no guarantees regarding:

- Accuracy
- Completeness
- Availability
- Reliability
- Security
- Fitness for a particular purpose

Users assume all risk associated with website use.

17.LIMITATION OF LIABILITY

To the fullest extent permitted by law, WRMC shall not be liable for any direct, indirect, incidental, consequential, special, punitive, or exemplary damages arising from:

- Website use
- Website unavailability
- Reliance on website information
- Security incidents
- Third-party services
- Data loss

- Technical failures
- Unauthorized access to systems or information

18.VIOLATIONS AND TERMINATION

WRMC reserves the right to suspend, restrict, terminate, or investigate any user's access to the website if WRMC believes the user has violated these Terms and Conditions, applicable laws, security requirements, or acceptable use standards.

WRMC reserves all rights and remedies available under law.

19.COPYRIGHT COMPLAINTS

WRMC respects the intellectual property rights of others.

Individuals who believe copyrighted materials have been improperly used on this website may contact WRMC and provide sufficient information regarding the alleged infringement for review.

20.CHANGES TO THESE TERMS

WRMC reserves the right to update these Terms and Conditions at any time.

Updated versions will be posted on this website and become effective upon publication.

Continued use of the website constitutes acceptance of revised terms.

21.GOVERNING LAW AND JURISDICTION

These Terms and Conditions shall be governed by the laws of the State of North Carolina without regard to conflict of law principles.

Any dispute arising from use of this website shall be brought exclusively in the state or federal courts having jurisdiction in North Carolina, and users consent to such jurisdiction and venue.

22.SEVERABILITY

If any provision of these Terms and Conditions is determined to be invalid, unlawful, or unenforceable, the remaining provisions shall remain in full force and effect.

23.ENTIRE AGREEMENT

These Terms and Conditions constitute the entire agreement between WRMC and users regarding access to and use of the website and supersede any prior understandings relating to website use.

24.CONTACT INFORMATION

Questions regarding these Terms and Conditions may be directed to:

Washington Regional Medical Center
958 US Hwy 64 East
Plymouth, North Carolina 27962

Phone: 252-793-4135

Email: webadmin@wrmcnc.org

25.AFFILIATED ORGANIZATIONS

Certain portions of this website may reference or provide information regarding affiliated organizations, partner organizations, physician groups, clinics, or related entities. Additional terms or policies may apply to specific services or programs provided by those organizations.